

5531

# LAW OFFICE OF KATHLEEN J. HILL

ATTORNEY & COUNSELOR AT LAW

One Center Plaza, Suite 220

Boston, Massachusetts 02108

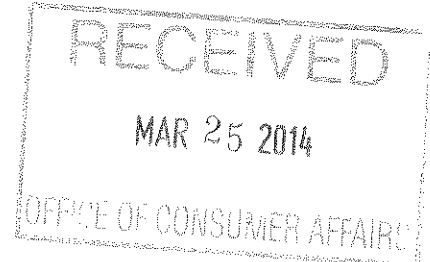
Telephone: 617.742.0457

E-mail: lookjhill@gmail.com | Website: www.kathleenjhill.us

By Certified Mail  
7013 2250 0001 6983 7370

March 24, 2014

Commonwealth of Massachusetts  
Office of Consumer Affairs and Business Regulation  
10 Park Plaza—Suite 5170  
Boston, MA 02116



Re: Notice of Security Breach

Dear Director:

I am writing to provide notice of a security breach that I discovered on Thursday, March 20, 2014 when servicing my Dell laptop for a "High-Risk" Warning that I received from Norton.

The circumstances of the possible computer compromise happened when I received a high-risk warning from Norton 360, the internet security system on my Dell laptop, on Thursday, March 20, 2014. I first contacted Tech Vantage, which I mistook for Norton and paid \$398.00. As Tech Vantage set up remote access to eradicate the threat, I used my iPad to obtain Norton's Customer Service Telephone number. Next, I called Norton to verify if Tech Vantage was an affiliated partner of Norton. I was informed that they were not affiliated with Norton. Norton told me to shut the computer down, which I did and this caused my computer to freeze up.

Shortly after, I went to my bank to arrange a stop payment and to order a new card. The individual servicing my account at Santander Bank, [REDACTED], previously worked as a computer technician. I told him about Tech Vantage setting up remote access and that Norton told me to shut it down. [REDACTED] told me that he could strip the laptop down and reinstall a new start-up system because the computer was probably infected, which he did. In the afternoon, I also purchased a new HP laptop and an updated Verizon Jetpack.

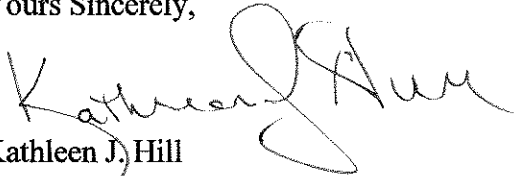
On Friday, March 21, 2014, I reported the security breach to the Attorney General, the Criminal Division on the 19<sup>th</sup> Floor, One Ashburton Place, Boston, who advised me to notify my clients of the possible computer compromise. Because Tech Vantage is a legitimate company performing a computer service to eradicate threats that they routinely perform in the course of conducting business, I cannot say that any of the client files were compromised by the Tech Vantage. I ended the servicing with Tech Vantage because Norton said to shut down remote access services with Tech Vantage.

The computer I use at my law office does not have access to the internet, and I regularly use my iPhone and iPad to access my e-mail. The Dell laptop in question contained my 2013-

2014 client files, three civil cases stored personal information. In searching through the group of sub-files stored within the 2013-2014 files, I discovered a Turbo Law backup copy of eighteen family law cases with personal information in twelve of the files. After opening each file, I arrived at a total of 15 persons who are affected. Over the week-end, I drafted a letter to my clients to inform of the breach of security and the possible computer compromise, providing my clients with the requisite M.G.L. c. 93H Notice by certified mail today.

Thank you for your prompt and courteous attention to this matter.

Yours Sincerely,

  
Kathleen J. Hill